

GENERAL RULES AND REGULATIONS

4.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)

4.5.3 Suspension of Business & Residence Service

Upon request, a customer receiving business or residence services may arrange for the temporary suspension of such service, for vacation or other similar purposes, subject to the terms and conditions specified in this Tariff.

4.5.4 Restoration of Service

- A. For restoration of a customer's telecommunications service when service has been disconnected the following conditions are applicable. Service Charges are discussed in Section 5 of this Tariff.
- B. Service will be restored within a reasonable length of time during regular working hours after payment of all past due charges, including any required deposit, and the payment of service charges for restoration of service. The Company may request the customer to supply cash, money order, or cashier's check in payment for the bill and Service Charge(s) in lieu of accepting a personal check or moneys not guaranteed.
- C. If the customer's service has been terminated the customer must reapply for telephone service as a new applicant before having service restored. Such application will be subject to applicable Service Charges.

GENERAL RULES AND REGULATIONS

4.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (Cont'd)

4.5.4 Restoration of Service (Cont'd)

- D. At its discretion, the Company may restore or re-establish service which has been suspended or disconnected for nonpayment of charges prior to payment of all charges due. Such restoration or re-establishment shall not be construed as a waiver by the Company of any rights to suspend or disconnect service for nonpayment of charges due and unpaid, or for the violation of the provisions of this Tariff. Moreover, the Company's failure to suspend or disconnect service for nonpayment of any past due account or accounts shall not operate as a waiver to suspend or disconnect service for nonpayment of such account or of any other past due account.

GENERAL RULES AND REGULATIONS

4.6 CUSTOMER RELATIONS

4.6.1 General

- A. The Company will maintain a current set of maps showing the physical locations of its facilities and telephone exchange locations. Each central location will have available up-to-date maps or records of its immediate area, with such other information as may be necessary to enable the Company to advise applicants and others entitled to the information, as to the facilities available for serving that locality.
- B. Upon request for service by a residential applicant or upon request for transfer of service by a residential customer, the Company shall inform the applicant or customer of the Company's alternatives available at the customer's location.
- C. The Company will post a notice in a conspicuous place in each business office of the Company where applications for service are received informing the public that copies of the rate schedules and rules relating to the services of the Company are available for inspection.

GENERAL RULES AND REGULATIONS

4.6 CUSTOMER RELATIONS (Cont'd)

4.6.1 General (Cont'd)

- D. The Company will provide to all new residential telephone utility customers, at the time service is initiated, a pamphlet or information packet advising the applicant of his or her rights as a customer. This information shall inform the customers concerning their right to request information relating to rates and services; bill payment policies; regulations in regard to termination of service; billing disputes; information about alternative payment plans; reconnection of service after involuntary termination; customer complaints, supervisory review by the Company and registering a complaint with the Commission; Company business office hours, addresses and telephone numbers; deposits; statement of nondiscrimination; and availability of any special services such as readers or notices in braille, as well as the telephone number of the teletypewriter for the deaf at the Commission.

GENERAL RULES AND REGULATIONS

4.6 CUSTOMER RELATIONS (Cont'd)

4.6.2 Customer Complaints

- A. Upon complaint to the Company by a customer either at the Company's office by letter or by telephone, the Company shall promptly make a suitable investigation and advise the complainant of the results thereof.
- B. In the event the complainant is dissatisfied with the Company's report, the Company will advise the complainant of the Commission complaint process, and inform the complainant that they may contact the Division at the Commission which is responsible for handling complaints.
- C. Upon receipt of a complaint, either by letter or by telephone, from the Commission on behalf of a customer, the Company shall make a suitable investigation and advise the Commission within thirty (30) days of the results thereof.
- D. The Company shall keep a record of all complaints which shall show the name and address of the complainant, the date and nature of the complaint, and the adjustment or disposition thereof, for a period of two years subsequent to the final settlement of the complaint. Complaints with reference to rates or charges which require no further action by the Company will not be recorded.

Issued: June 22, 2001

Effective: February 22, 2003

GENERAL RULES AND REGULATIONS

4.6 CUSTOMER RELATIONS (Cont'd)

4.6.3 Applicant and Customer Deposit

A. Definition of Applicant and Customer

For purposes of this subsection, an applicant is defined as a person who applies for service for the first time or reapplies at a new or existing location after discontinuance of service. Customer is defined as someone who is currently receiving service.

B. Establishment of Credit

1. The Company may require a permanent residential applicant for service to satisfactorily establish credit, but such establishment of credit will not relieve the customer from prompt payment of bills. Credit history shall be applied equally for a reasonable period of time to a spouse or former spouse who shared telephone service. Credit history applies equally to both, without modification.
2. A residential applicant will not be required to pay a deposit subject to the following rules:
 - a. If the residential applicant has been a customer of any Company or Telephone Company for the same kind of service within the last six (6) months and is not delinquent in payment of any such telephone service account, and during the last six (6) consecutive months of service, did not have more than one occasion in which a bill for such telephone service was paid after becoming delinquent, and never had service disconnected for nonpayment. Applicants are encouraged to obtain a letter of credit from their previous serving Company or Telephone Company.
 - b. If the residential applicant has obtained certification that they are in good credit standing from a financial institution such as a bank, applicants are encouraged to obtain a letter of credit from their financial institution.

GENERAL RULES AND REGULATIONS

4.6 CUSTOMER RELATIONS (Cont'd)

4.6.3 Applicant or Customer Deposit (Cont'd)

B. Establishment of Credit (Cont'd)

3. An applicant for business service may be required to make a deposit if the credit of the applicant for service has not been established satisfactorily to the Company.
4. Every applicant who has previously been a customer of the Company and whose service has been discontinued for nonpayment of bills shall be required to pay all amounts due the Company, and re-establish credit before service is rendered by the Company.

GENERAL RULES AND REGULATIONS

4.6 CUSTOMER RELATIONS (Cont'd)

4.6.3 Applicant or Customer Deposit (Cont'd)

C. Interest on Deposits

1. The Company shall pay interest on deposits at the rate specified by the Commission per annum. Interest on deposits shall accrue annually and, if requested, shall be annually credited to the customer by deducting such interest from the amount of the next bill for service following the accrual date.
2. After the customer has paid for twelve (12) consecutive bills for service without having had service disconnected for nonpayment or had more than one occasion in which a bill was not paid within the period prescribed by the regulations of the Company on file with the Commission, and the customer is not then delinquent in the payment of his bills, the Company shall annually and automatically refund the deposit plus accrued interest. Deposits maturing under this Section for refund and falling on other than the Company's normal annual refund date will be promptly returned to the customer upon request. If the customer has had service discontinued for nonpayment of his bills, the Company shall thereafter review the account every twelve (12) billings and shall promptly and automatically refund the deposit plus accrued interest after the customer has not had service discontinued for nonpayment of bill or had more than one such past due bill during the twelve (12) billing prior to any review and is not then delinquent in the payment of his bills.
3. Payment of interest to the customer shall be made annually if requested by the customer, or at the time the deposit is returned or credited to the customer's account. The rate of interest to be paid on Customer deposits shall be paid at the rate prescribed by the Georgia Public Service Commission, payable annually for the time such deposits were held by the Company and the Customer was served by the Company.

GENERAL RULES AND REGULATIONS

4.6 CUSTOMER RELATIONS (Cont'd)

4.6.3 Applicant or Customer Deposit (Cont'd)

D. Deposit Required

1. When a permanent residential or business applicant does not meet the conditions listed in Section 4.6.3.B, a deposit will be required by the Company subject to the following rules:
2. Initial Deposit
 - a. The required initial deposit shall not exceed an amount equivalent to two and one half times the estimated average bill.
 - b. The Company may require an initial deposit from residential customers if the customer has been delinquent in paying a bill for telephone service on more than one occasion during the last twelve (12) consecutive months of service or if the customer's service was disconnected for nonpayment. The customer may furnish a satisfactory written guarantee to secure payment of bills, instead of paying a cash deposit.

GENERAL RULES AND REGULATIONS

4.6 CUSTOMER RELATIONS (Cont'd)

4.6.3 Applicant or Customer Deposit (Cont'd)

E. Information Provided With Deposits

At the time a deposit is required, if requested by the customer, the Company shall provide written information about deposits to applicants for, or customers of, business or residential service. This information will include:

1. The circumstances under which the Company may require a deposit, or request an additional deposit;
2. How a deposit is calculated;
3. The amount of interest paid on a deposit and how this interest is calculated; and
4. The time frame and requirement for return of the deposit to the customer.

GENERAL RULES AND REGULATIONS

4.6 CUSTOMER RELATIONS (Cont'd)

4.6.3 Applicant or Customer Deposit (Cont'd)

F. Records of Deposits

1. The Company will keep records to show:
 - a. The name and address of each depositor;
 - b. The amount and date of the deposit; and
 - c. Each transaction concerning the deposit.
2. The Company will issue a receipt of deposit to each applicant from whom a deposit is received and will provide means whereby a depositor may establish his claim if the receipt is lost.
3. A record of each unclaimed deposit will be maintained for five (5) years, during which time the Company will make a reasonable effort to return the deposit.

GENERAL RULES AND REGULATIONS**4.6 CUSTOMER RELATIONS (Cont'd)****4.6.3 Applicant or Customer Deposit (Cont'd)****G. Refund of Deposit:**

1. If service is not connected or after disconnection of service, the Company will promptly and automatically refund the customer's deposit plus accrued interest or the balance, if any, in excess of the unpaid bills for service furnished. A transfer of service from one premises to another within the service area of the Company shall not be deemed a disconnection where refund of the deposit is concerned.
2. When the customer has paid bills for service for twelve (12) consecutive residential billings or for twelve (12) consecutive business billings without having service disconnected for non-payment of bill and without having more than one occasion in which a bill was delinquent, and when the customer is not delinquent in the payment of the current bills, the Company will promptly and automatically refund the deposit plus accrued pro rated interest for the year in the form of cash or a credit to a customer's bill, or void any guarantee of payment and return any documents or contracts of guarantee to the guarantor. If the customer does not meet these refund criteria the deposit or contract of guarantee may be retained.

GENERAL RULES AND REGULATIONS

4.6 CUSTOMER RELATIONS (Cont'd)

4.6.3 Applicant or Customer Deposit (Cont'd)

H. Complaint by Applicant or Customer

The Company directs its employees engaged in initial contact with an applicant or customer seeking to establish or re-establish credit, to inform the customer, if dissatisfaction is expressed with the Company's decision, of the customer's right to file a complaint with the Commission.

4.6.4 Payment for Service

A customer shall be responsible for the payment of all charges for services and equipment furnished the customer, including charges for services originated and/or charges accepted at the customer telephone. Failure to receive a bill or disconnect notice does not relieve the customer of the responsibility for payment provided the Company has followed procedures for proper customer notification. The services or facilities furnished by the Company may be suspended for failure of the customer to pay any sum due as set forth under Sections concerning discontinuance of service.

A. Billing Period and Charges

1. Bills for telephone service will normally be rendered monthly. Bills may be rendered more frequently, however, when it is considered necessary or advisable by the Company. Bills shall show the period of time covered by the billings, and shall show a clear listing of all charges due and payable, including outstanding amounts in the same customer class that the Company may have chosen to transfer from a customer's prior delinquent account(s). Payment of charges for moves and changes and other Nonrecurring Charges may be required prior to completion.

GENERAL RULES AND REGULATIONS**4.6 CUSTOMER RELATIONS (Cont'd)****4.6.4 Payment for Service (Cont'd)****A. Billing Period and Charges (Cont'd)**

2. Charges for local services and facilities are payable monthly in advance.
3. Special charges, fees, and taxes - An additional charge shall be added to the customer's bill for service, which is equal to the pro rata share of any occupation, franchise, business, license, excise, privilege, or other similar charge or tax, now or hereafter imposed by any municipal taxing body or municipal authority whether by statute, ordinance, law, or otherwise, and whether presently due or to hereafter become due, upon approval of the charge by the Commission.
4. The Company will provide the customer with a breakdown of Local Service Charges at the time service is initially installed or modified, or if requested by the customer, at a reasonable charge. The customer may also choose to receive an itemized breakdown of Local Service Charges monthly or annually which will be provided by the Company at a reasonable charge.
5. Customer bills sent through the United States Postal Service will be in an envelope.

B. Pro Rating of Charges

Charges for service normally furnished on a monthly basis (except those involving a minimum billing period) billed for periods in excess of, or less than, a billing month will be pro rated.

GENERAL RULES AND REGULATIONS

4.6 CUSTOMER RELATIONS (Cont'd)

4.6.4 Payment for Service (Cont'd)

C. Suspended or Disconnected Service

1. Should service be suspended for nonpayment of charges, it will be restored only as provided in Section 4.5.4 of this Tariff.
2. When service has been disconnected for nonpayment, the service agreement is considered to have been terminated. Re-establishment of service may be made only upon the execution of a new service agreement which is subject to the provisions of this Tariff.

D. Late Payment Charge

A late payment charge of one and one half percent (1.5%) will be applied to each customer's bill when the previous month's bill has not been paid in full by the billing due date.

E. Payment Arrangements

The Company may agree to a payment arrangement, whereby an outstanding bill will be paid after the due date of the bill but before the due date of the next bill if a customer so requests. If the customer does not fulfill the terms of such payment arrangements the Company shall have the right to disconnect service. A disconnect notice must be issued prior to termination of service, if one had not been issued before the payment arrangement was executed.

GENERAL RULES AND REGULATIONS

4.6 CUSTOMER RELATIONS (Cont'd)

4.6.5 Allowance for Interruptions

In the event a customer's service is interrupted other than by the negligence or willful act of the customer, and it remains out of order for twenty-four (24) hours or longer after being reported to be out of order and after access to the premises is made available, appropriate adjustments or refunds shall be made to the customer. The amount of adjustment or refund shall be determined on the basis of the known period of interruption, generally beginning from the time the service interruption is first reported. The refund to the customer shall be the pro-rata part of the month's flat rate charges for the period of days and that portion of the service facilities rendered useless or inoperative. The refund may be accomplished by a credit on a subsequent bill for telephone service.

4.6.6 Adjustment of Charges for Overbilling and Underbilling

If billings for telecommunications service are found to differ from the Company's lawful rates for the services being purchased by the customer, or if the Company fails to bill the customer for such services, a billing adjustment shall be calculated by the Company. If the customer is due a refund, an adjustment shall be made up to one year. However, if documented proof is presented of the overcharges, adjustments shall be made for the entire period of the overcharges.

GENERAL RULES AND REGULATIONS

4.6 CUSTOMER RELATIONS (Cont'd)

4.6.6 Adjustment of Charges for Overbilling and Underbilling (Cont'd)

If the customer is undercharged, the Company may backbill the customer for the amount which was underbilled. The backbilling is not to exceed twelve (12) months unless the Company can produce records to identify and justify the additional amount of backbilling. The Company, however, will not disconnect service if the customer fails to pay charges arising from an underbilling more than twelve (12) months prior to the date the Company initially notified the customer of the amount of the undercharge and the total additional amount due.

4.6.7 Disputed Bills

- A. In the event of a dispute between a customer and the Company regarding any bill for utility service, the Company shall forthwith make such investigation as shall be required by the particular case, and report the results thereof to the customer and, in the event the dispute is not resolved, shall inform the customer of the complaint procedures of the Commission.
- B. A customer's service shall not be subject to discontinuance for nonpayment of that portion of a bill under dispute pending the completion of the determination of the dispute, but in no event to exceed sixty (60) days. The customer is obligated to pay any billings not disputed. Undisputed amounts are subject to discontinuance of service.

GENERAL RULES AND REGULATIONS

4.6 CUSTOMER RELATIONS (Cont'd)

4.6.7 Disputed Bills (Cont'd)

- C. Any customer or applicant for service requesting the opportunity to dispute any action or determination of the Company under the customer service rules as set out in the Company's Tariff shall be given an opportunity for a supervisory review by the Company. If the Company is unable to provide a supervisory review immediately following the customer's request for such review, arrangements for the review shall be made for the earliest possible date. Service shall not be disconnected pending completion of the review. If the customer chooses not to participate in such review or to make arrangements for such review to take place within seven (7) days after requesting it, the Company may disconnect service, providing notice has been issued under standard disconnect procedures. Any customer who is dissatisfied with the review by the Company will be informed of their right to file a complaint and/or request a hearing before the Commission. The results of the supervisory review must be provided in writing to the customer within seven (7) days of the review, if requested.

4.7 LIABILITY OF THE COMPANY

4.7.1 Service Irregularities

- A. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in transmission, or failure or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the Company in failing to exercise reasonable supervision or to maintain proper standards of maintenance and operation, shall in no event exceed an amount equivalent to the proportionate Local Service Charge to the customer for the period of service during which such service irregularities occur and continue.

4.8 BUNDLED SERVICE PACKAGES

4.8.1 Bundled Service

- A. The Company will offer various bundled service packages to residential and business customers. These bundled service packages may include a combination of regulated and deregulated features, including, but not limited to, high speed internet access, long distance telephone service, video service, custom calling features, and voice mail.

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GENERAL RULES AND REGULATIONS

4.7 LIABILITY OF THE COMPANY (Cont'd)

4.7.1 Service Irregularities (Cont'd)

A. (Cont'd)

However any such mistakes, omissions, interruptions, delays, errors, or defects in transmission or failure or defects in facilities furnished by the Company which are caused or contributed to by the negligence or willful act of the customer, authorized user, or joint user or which arise from the use of customer provided premises equipment shall not result in the imposition of any liability whatsoever upon the Company.

- B. When a service or channel is temporarily surrendered by a customer, at the request of the Company, credit determined as in Paragraph A, above, will be allowed for the entire period surrendered.

4.7.2 Use of Facilities of Other Connecting Carriers

When suitable arrangements can be made, facilities of other connecting carriers may be used in conjunction with the Company's facilities in establishing connections to points not reached by those facilities. Neither this Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other Company or companies furnishing a portion of such service.

4.7.3 Indemnifying Agreement

The Company shall be indemnified and saved harmless by the customer against: claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over Company facilities or the use thereof; claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Company, and apparatus and systems of the customer; and all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Company.

GENERAL RULES AND REGULATIONS

4.7 LIABILITY OF THE COMPANY (Cont'd)

4.7.4 Defacement of Premises

The Company is not liable for any defacement or damage to the premises of a customer resulting from the furnishing of service or the installation, attachment, or removal of the facilities furnished by the Company on such premises, when such defacement or damage is not the result of the sole negligence of the Company or its employees.

4.7.5 Service and Facilities in Explosive Atmospheres

- A. The Company does not guarantee, nor makes any warranty with respect to, service and facilities provided by it for use in an explosive atmosphere. The customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by the customer or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the Company's facilities.
- B. The Company may require each customer to sign an agreement for the furnishing of such service and facilities as a condition precedent to the furnishing of such service and facilities.
- C. The customer shall furnish, install, and maintain sealed conduit with explosive-proof fittings between these facilities and points outside the hazardous area where connection may be made with regular facilities of the Company. The customer may be required to install and maintain these facilities within the hazardous area if, in the opinion of the Company injury or damage to Company employees or property might result from installation or maintenance by the Company.

BASIC LOCAL EXCHANGE SERVICE

6.1 LOCAL EXCHANGE RATES

6.1.1 General

Basic Local Exchange Service is provided by means of station, wire, switching and other facilities, plant and equipment to enable the establishment of telephone communications between stations in the same or different exchanges at monthly rates as set forth below. The facilities, plant and equipment used to provide Basic Local Exchange Service are also used in the furnishing of toll telephone services at rates applicable for such services.

6.1.2 Base Rates

Class and Grade of Service	Dover	Guyton	EXCHANGE	Newington	South Guyton
			Hilltonia		
Business 1-Party Flat Rate Tone	\$20.59	\$35.34	\$19.20 (I)	\$20.34	\$35.34
Residence 1-Party Flat Rate Tone	\$19.20 (I)	\$19.20 (I)	\$15.91(I)	\$19.20 (I)	\$19.20 (I)

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Planters Rural Telephone Cooperative, Inc.
P.O. Box 8
Newington, Georgia 30446

MISCELLANEOUS SERVICE ARRANGEMENTS

8.1 SEASONAL AND VACATION SERVICE (Cont'd)

8.1.2 Rates and Charges

A. Main Station Service

1. The charge for Main Station Service during the period of suspension is fifty percent (50%) of the rate regularly charged.

B. Key and PBX Systems

1. The charge for Key and PBX systems during the period of suspension is fifty percent (50%) of the rates regularly charged.

C. Additional Features and Charges

1. The charge for advanced calling features during the period of suspension is fifty percent (50%) of the rate regularly charged.
2. The charges for Universal Emergency Number Service-911, Dual Party Relay System, and End User Access Charge during the period of suspension is one hundred percent (100%) of the rate regularly charged.

8.2 ROTARY LINE SERVICE

8.2.1 General

- A. Rotary Line Service is provided for the origination of telephone calls through the use of a rotary dial instead of a touchtone pad. Rotary Line Service is only available to existing Rotary Line customers. Rotary Line Service is being phased out and is not available to new customers.

8.2.2 Rates and Charges

Class and Grade of Service	Dover	Guyton	EXCHANGE			South Guyton
			Hilltonia	Newington		
Business 1-Party Flat Rate Tone	\$19.20 (I)	\$33.84	\$18.92 (I)	\$19.20		\$33.84
Residence 1-Party Flat Rate Tone	\$19.20 (I)	\$19.20 (I)	\$14.91 (I)	\$18.51(I)		\$19.20 (I)

MISCELLANEOUS SERVICE ARRANGEMENTS

8.13 LOW-INCOME PROGRAM

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The Company, as part of its obligations as an Eligible Telecommunications Carrier, offers a low-income assistance program. This program, Lifeline Assistance, is offered under the terms and conditions provided below:

8.13.1 Lifeline Assistance

A. General

Lifeline Assistance is a non-transferable retail service offering for which qualifying low-income subscribers pay reduced charges, as provided for below. Lifeline Assistance enables eligible subscribers to pay reduced charges for voice telephony service that includes the following services: voice-grade access to the public switched network or its functional equivalent; local usage; access to emergency services; and toll limitation.

B. Regulations

Subscribers are eligible for Lifeline Assistance if:

1. The subscriber's household income is at or below 135 percent of the Federal Poverty Guidelines, or
2. The subscriber, or one or more of the subscriber's dependents or the subscriber's household, receives benefits from at least one of the following qualifying programs:

Medicaid;
Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps;
Supplemental Security Income (SSI);
Federal Public Housing Assistance;
Low-Income Home Energy Assistance Program (LIHEAP);
National School Lunch Program's free lunch program;
Temporary Assistance for Needy Families (TANF);
Low Income Senior Citizens discount plan offered by a local gas or power company

3. Other eligibility requirements may be established by the Commission.

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.13 LOW-INCOME PROGRAM (Cont'd)

(C)

8.13.1 Lifeline Assistance (Cont'd)

B. Regulations (Cont'd)

4. Each subscriber to Lifeline Assistance must certify in writing to the Company, under penalty of perjury, that s/he receives benefits under a program outlined in sub-paragraphs (B)(1) through (B)(3), above, and must, on that same document, agree to notify the Company if s/he ceases to participate in the program(s). The certification form shall conform to the requirements described herein, and shall be made available upon request to any subscriber. The Company shall retain all such subscriber certifications in order to furnish proof of subscriber eligibility as may be required from time to time by Universal Service administrators.
5. A subscriber may elect at the time of subscription to Lifeline Assistance to receive toll limitation as part of Lifeline Assistance. "Toll limitation" is a service that allows a subscriber to elect not to allow the completion of outgoing toll calls from the subscriber's residence.
6. Lifeline Assistance will not be disconnected for non-payment of toll charges, unless the Company first demonstrates to the Commission that the Company would incur substantial costs, that the Company offers toll limitation without charge, and that telephone subscribership among low-income subscribers in the Company's service area is greater than or equal to the national subscribership rate for low-income consumers. For purposes of this paragraph, a "low-income consumer" is one with an income below the poverty level for a family of four residing in Georgia. The Company shall follow all applicable notice provisions as established, from time to time, by the Commission, as part of the waiver process, and to implement a waiver, if granted. The Company may reapply for the waiver as necessary.
7. The Company may not collect a service deposit in order to initiate Lifeline Assistance if the qualifying low-income subscriber voluntarily elects toll blocking from the Company, where available or if the qualifying low-income subscriber elects a calling plan that does not distinguish between toll and non-toll calls in its pricing. If toll blocking is unavailable, then the Company may charge a service deposit.

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MISCELLANEOUS SERVICE ARRANGEMENTS

8.13 LOW-INCOME PROGRAM (Cont'd)

(C)

8.13.1 Lifeline Assistance (Cont'd)

- C. Effective June 1, 2012, the Lifeline credit available to an eligible customer in Georgia is equal to the total of federal support as established by the Federal Communications Commission. The amount of credit will not exceed the charge for local service, which includes the access line, the Subscriber Line Charge and local usage.
- D. The Company shall apply the baseline payments received by the administrator of the federal Lifeline Assistance program to waive the qualifying customer's federal Subscriber Line Charge. The Company shall apply any additional federal support amount to the qualifying customer's basic local exchange service rate.
- E. To be eligible for Lifeline Assistance, qualifying customers must subscribe to a flat-rate basic local exchange service offering that is made available in the Company's service area.
- F. Partial payments that are received from Lifeline customers shall first be applied to local service charges and then to any outstanding toll charges.

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REDACTED – FOR PUBLIC INSPECTION

PLANTERS RURAL TELEPHONE COOPERATIVE (SAC 260408)

ATTACHMENT - LINE 3017

ATTACHMENT REDACTED IN ENTIRETY